City of San Leandro
Human Services

Alameda CTC Paratransit Program

Plan Review FY 2026-2027

February 19, 2026

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Presentation Outline

1. **Program Overview and Updates**
2. **Outreach and Community Engagement**
3. **Challenges and Solutions**

Who do we aim to serve?

San Leandro residents who are 50+ years old and adults with disabilities.

City of San Leandro
AGE-FRIENDLY ACTION PLAN

Program Overview: Current Services

FLEX RIDES Shuttle Service

- Four fixed route shuttles that make bi-directional hourly loops around San Leandro
- Unlimited free rides
- Mondays, Tuesdays and Thursdays 8:30 am - 5:30 pm

FLEX RIDES On-Demand

- Personalized dispatch of Uber rides making it a fast and convenient travel option
- **Subsidized On Demand service**
  - *Cost is $4/ride. FLEX covers remaining ride costs up to a maximum of $20*
  - *Cost over $20 is paid by member*
- **Service Hours** 24 hours a day, 7 days a week, 365 days a year
- **Service Area**
  - *Alameda, Ashland, Castro Valley, Cherryland, Dublin, Emeryville, Fremont, Hayward, Livermore, Newark, Oakland, Pleasanton, San Leandro, San Lorenzo, San Ramon, Union City*
- **Out-of-area medical appointments**

Program Eligibilty

FLEX Shuttle:
- San Leandro Resident
- 50+ **or** 18 years old plus East Bay Paratransit Certified

FLEX RIDES On-Demand:
- Enrolled in FLEX Program
- **70+ or** 18 years old plus East Bay Paratransit Certified

Program Overview: Current Services

Day Trip Program

Provides older adults 50+ day trips to local parks, outdoor areas, shows, and community events.

Senior Emergency Evacuation Program

Seniors and people with disabilities receive evacuation support during an emergency when the City of San Leandro activates a support shelter/center.

Senior Grocery Delivery Program

Residents of the San Leandro age 50+ who are homebound due to health conditions, or mobility limitations will get grocery bags delivered to their homes twice a month by VACCEB staff.

Door-to-Door/Volunteer Driver Program

Free, compassionate door-to-door transportation services, provided by volunteers, for older adults and individuals with disabilities to locations where they can be connected to services, agencies, and medical appointments

Program Overview:
Current Services

AC Transit Senior Clipper Card Enrollment

- Free clipper cards for adults 65+ years old
- Monthly sessions at Senior Community Center and Marina Community Center
- Drop-ins welcome

AC Transit Wheelchair Marking & Tether Strap Program

- No-cost service
- Available by appointment at SL Senior Community Center

Program Updates: Assessment Results

Areas for improvement:

1. Current route loops are too long and the schedule too tight for drivers
2. Many eligible riders are not familiar with the service or are confused by the schedule/location of stops
3. Certain stops are not being utilized
4. Seating and shelter at stops needed to make service more accessible

Short-Term Improvements

1. Develop and document a new realistic schedule that takes into account minimum dwell time at all stops, driver breaks, traffic and other time-of-day variations.
2. Update the published schedule, displaying the actual, realistic pickup and drop-off times at each stop
3. Publish and actively promote the updated schedule to FLEX RIDES members and the broader public
4. Create and install new signage inside each bus
5. Recommend durable, low-maintenance, and cost-effective seating and canopy solutions for FLEX RIDES stops.
6. Improve ridership data by requiring drivers to enter real-time data into TripShot.
7. Explore piloting a twice monthly orientation ride-along that new riders can join to learn how to use the service

Community Engagement

- Survey findings
- Participant input
- Staff and partner input
- Intra-department collaboration
- San Leandro Cherry Festival Parade

Outreach

- Website - City of San Leandro Paratransit
- Local newspaper - San Leandro Times
- Newsletters and calendars
- In-person outreach
- Virtual and in-person orientations/enrollment support
- Travel Training Workshops
- Social media
- Email blasts

Paratransit Program Contact Information

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THANK YOU!

Questions and Discussion

https://www.sanleandro.org/1105/Paratransit-Services

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